MULTIMEDIA UNIVERSITY

STUDENT IDENTIFICATION NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2021/2022

BOB 2024 – ORGANISATIONAL BEHAVIOUR

7th October 2022

9:00 a.m. to 11:00 a.m.

(2 Hours)

INSTRUCTION TO STUDENT

1. This question paper consists of **ONE (1)** page (excluding this cover page), with **FIVE (5)** questions.
2. Answer **ALL** the questions. The distribution of the marks for each question is given. The total mark is **50 marks.**
3. Write all your answers in the **Answer Booklet** provided.

Answer ALL FIVE (5) questions.

Question 1

What is ***Emotional Intelligence (EI)?*** Does EI helps managers to regulate the mood of his or her staff? Explain with examples.

(10 marks)

Question 2

Explain with examples, **FOUR (4)** ways employees' response to job dissatisfaction at the work place?

(10 marks)

Question 3

Discuss about the ***Three-Stage Model of Creativity,*** in organizations.

(10 marks)

Question 4

Describe the main function and process of communication with examples.

(10 marks)

Question 5

Goal-Setting Theory states that intentions to work toward a goal are a major source of work motivation. Goals tell an employee what needs to be done and how much effort is needed.

In this context, evaluate the possible factors that influence goals performance relationship.

(10 marks)

End of page.